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Having recent more personal connection with those having some communication difficulties has made me realize the great importance of having speech aids to serve them.

The number of people who cannot easily communicate in this country and worldwide because of birth trauma or because of accidents is phenomenal. They must depend on writing or the use of mechanical devices which in itself is then a liability in their ability to reach others effectively and with minimum stress. The idea of a speech to speech system using trained operators will be a great service to many with good intelligence who can offer great service to our country and then to others in need. I did not realize this until a few years ago when I became acquainted with a brilliant young man who suffers from birth trauma. His mind is constantly seeking solutions to problems for others, and I regret as I watch his struggle that he does not have the same tools that many of us take so much for granted. He is presently making a fine contribution to the community in which he lives.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.

-There should be competition, as that makes STS work better.  
The operators need to be paid enough so that they do a good job, and they need good training.